

Making the Most of GroupWise

**Presented to the Seattle City Council
Public Safety, Health and
Technology Committee**

**by the
City of Seattle Auditor's Office
Cecille Herrera, Audit Intern
August 19, 1998**

GroupWise Survey Objectives

- Determine whether BrainStorm training on GroupWise Messaging system was effective.
- Determine City employees' use of GroupWise Messaging following training.

BrainStorm Training Features

- Training targeted to participants' level of expertise.
- More economical than former training package.
- More flexible training hours and locations.
- “Roamer” resource available at office sites to respond to questions after software installed.

GroupWise Software/BrainStorm Training Costs

- GroupWise Software Cost: \$ 99, 416
- Contractual Training Cost: \$133, 926
- Cost Per Trainee: \$ 41

GroupWise Survey Sample

- Random sample selected from 1,306 BrainStorm trainees.
- Survey included a total of 21 BrainStorm and City Light trainees as well as a Control Group.
- Non-inferential sample, but represents surveyed employees' attitudes about BrainStorm training.
- Included review of 85 of 1,306 BrainStorm evaluations completed by other City employees.

Training Effectiveness

BrainStorm Training Ratings

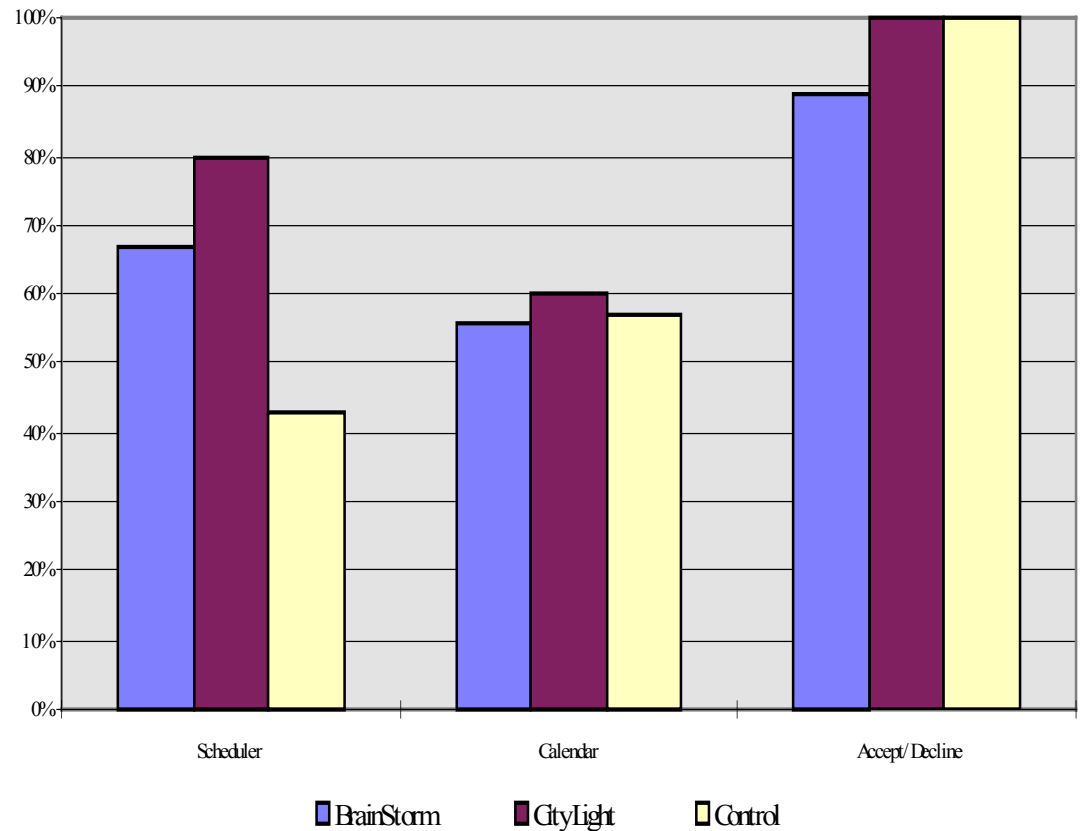
- 86% training effective
- 90% increased productivity
- 100% recommend BrainStorm training to other City employees

City Light Training Ratings

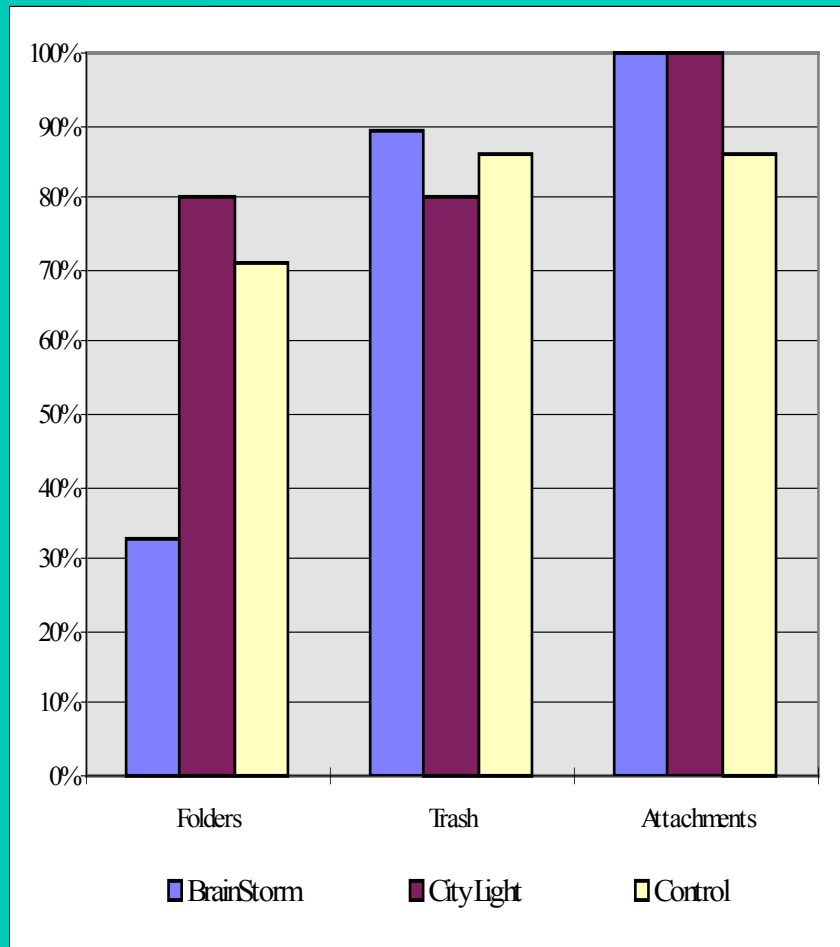
- 80% training effective
- 100% increased productivity
- 100% recommend City Light training to other City employees

Calendar/Scheduling Features

More BrainStorm and City Light trainees used the scheduler after training, but a roughly equal percentage of all groups used the calendar and accept/decline appointment features.

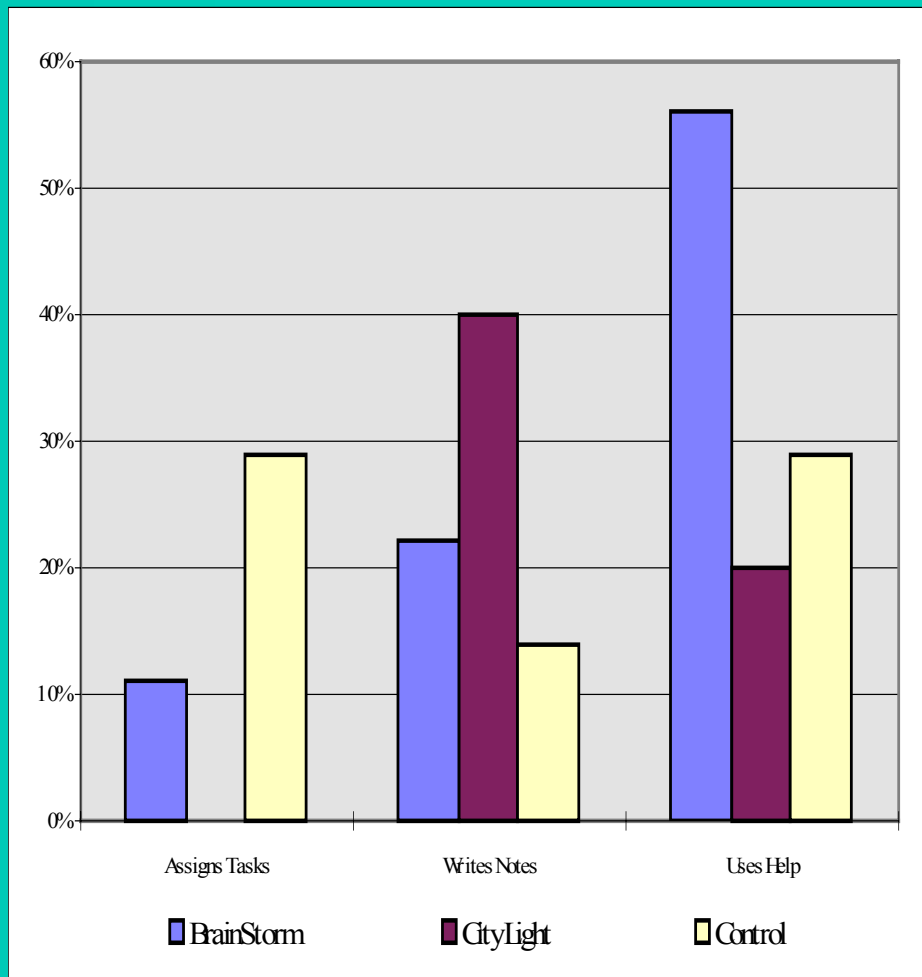


File Management Features



BrainStorm trainees' use of the trash and attachments features was fairly consistent with the other two groups, but their use of the folders features was less than half of the other group members' use.

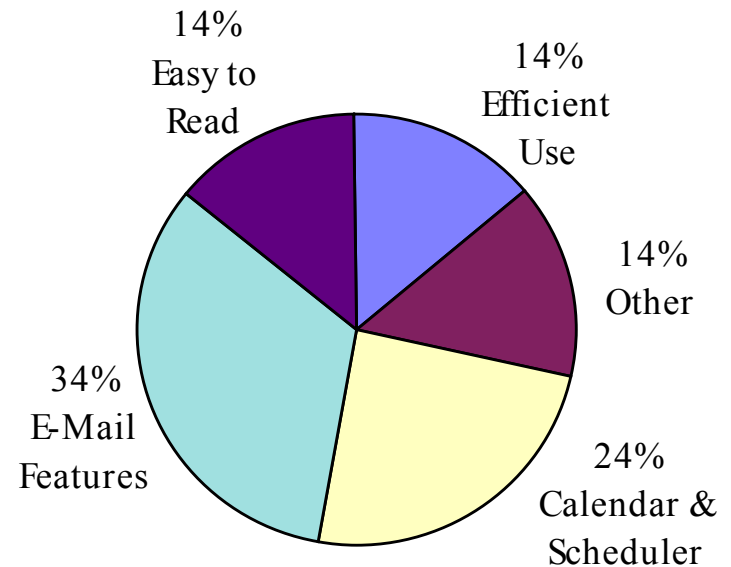
Other GroupWise Options



BrainStorm trainees used the help feature more than the other two features, and more than the two other survey groups.

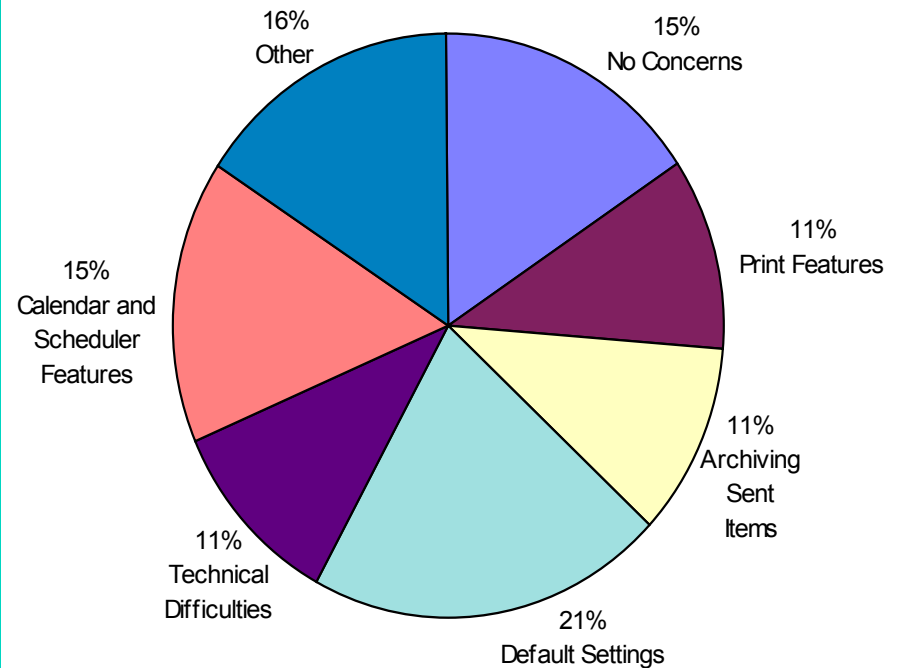
Most Desirable GroupWise Features

GroupWise calendar, e-mail, and scheduling features are the most popular with the City employees surveyed.



Least Desirable GroupWise Features

While default settings were the least desirable GroupWise feature among the sample respondents, 15% of the respondents did not have any concerns.



BrainStorm Trainees' Comments About GroupWise

- New features save time.
- Easier to send messages than writing notes.
- Like it a lot--quick and efficient.
- Can see everything on calendar.
- Easy transfer of attachments and record of appointments.
- Efficient scheduling of meetings, conferences, and rooms.

GroupWise Survey Conclusions

- The BrainStorm training was effective and unanimously recommended by the trainees who were surveyed.
- More BrainStorm trainees generally used more GroupWise features than the control group members who did not have formal training.
- The low survey ratings given on the assign tasks and notes features suggest that employees use of GroupWise could be improved.

Making the Most of GroupWise

If you have any questions, comments or concerns, please contact:



Susan Cohen
Office of City Auditor
233-1093